NORTEL

Nortel Communication Server 1000

IP Phone 2007

User Guide

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About the Nortel IP Phone 2007

The Nortel IP Phone 2007 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

The IP Phone 2007 provides all the functionality of the IP Phone 2004, using a graphical user interface (GUI). In addition, advanced text and graphic-based Web-centric applications are supported.

The IP Phone 2007 does not support the IP Phone Key Expansion Module (KEM).

> ***Note:*** Some features are not available on all phones. Consult your system administrator to verify which features are available for your use.

Basic features

The IP Phone 2007 supports the following features:

- large, color touch-panel display screen
- high quality speaker phone
- 12 programmable feature soft keys: six programmable line (DN)/ feature keys and six lines/features accessed by pressing the Shift key
- four context-sensitive soft keys
- volume control bar for adjusting ringer, speaker, handset, and headset volume
- five call processing fixed keys:
  - Hold
  - Goodbye
  - Handsfree
  - Mute
  - Headset

- shared LAN access with a PC
- automatic network configuration
- hearing-aid compatibility
- Web-based applications support
- remote firmware download
- USB port to support a keyboard or mouse.

IP Phone controls

Figure 1 shows the IP Phone 2007 controls.

Figure 1: IP Phone 2007

Use the **Volume control** bar to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the right side of the rocker bar to increase volume and press the left side to decrease volume.

Use the **Goodbye** key to terminate an active call.

Press the **Hold** key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.

Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The key rocks for up, down, left, and right movements.

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Press the **Handsfree** key to activate handsfree. The speaker LED indicator lights to indicate when handsfree is active.

Your Mute key functionality is enabled or disabled by your system administrator. Contact your system administrator to determine if your Mute key is enabled.

If your Mute key is enabled, press the Mute key to listen to the receiving party without transmitting your voice. Press the Mute key again to return to two-way conversation.

Note: If your Mute key is not enabled, pressing the Mute key places the call on hold. Press the Mute key again to restore the active call or press the line key to restore the active call. You cannot retrieve this call from hold by pressing the Hold key.

The Mute key applies to handsfree, handset,and headset microphones.

The Mute LED indicator, located on the Mute key, flashes to indicate that the microphone is muted.

When a message is waiting, or there is an incoming call, the red Message Waiting\Incoming Call Indicator LED at the top center of the IP Phone flashes. The flash cadence for each alert is different.

Note: You may also hear an audio Message Waiting Indicator (stutter or beeping dial tone) when you go off-hook.

The two keys on either side of the navigation key are **context-sensitive soft keys**, with labels appearing on the display screen.

IP Phone display

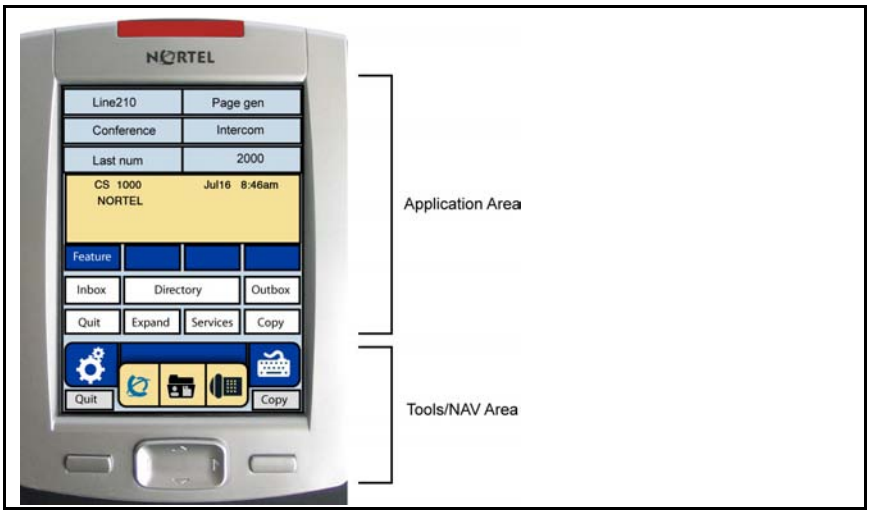
The IP Phone 2007 provides a large, color touch-panel display that supports color XML/HTML content through an external application server.

The IP Phone 2007 LCD display screen has two areas:

- Application area
- Tools/Navigation area

Figure 2 shows an example of an idle LCD display screen.

Figure 2: IP Phone 2007 LCD screen



Note: The display can differ from the above example.

To extend the life of the LCD panel, the panel goes dark (“sleeps”) after a configured period of time. For information about configuring the time before the display sleeps, see “Adjusting Display Settings” on page 33.

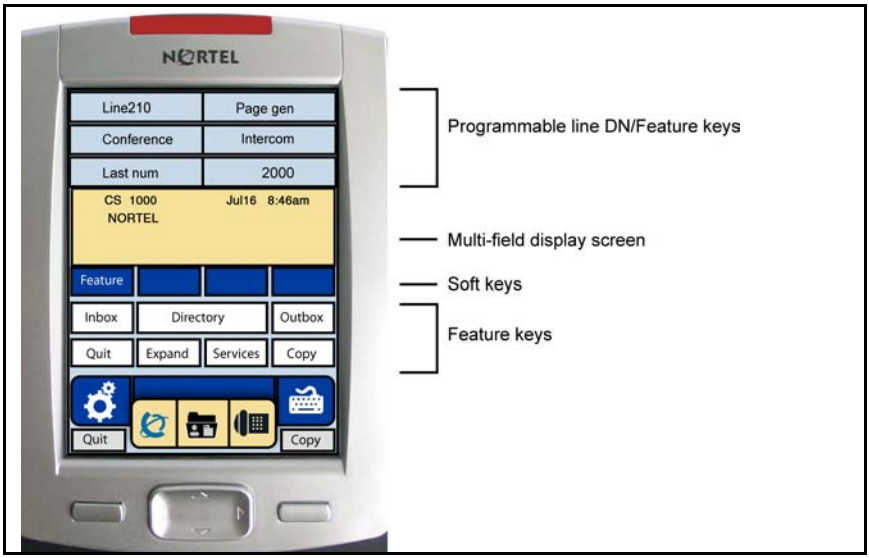
Application area

The Application area provides:

- line and feature soft key status
- information items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information (or call timer, if provisioned in the Telephone options menu), and IP Phone information
- context-sensitive soft keys
- feature keys

Figure 3 shows the Application area.

Figure 3: IP Phone 2007 Detailed in Application area



In the feature area, the soft keys can show either text or icons. Table 1 shows the soft key text and icon equivalents. The text labels are displayed by default and are changed using the Tools menu. For more information, see “To use the Button Customizing Tool” on page 38.

Your IP Phone 2007 displays different icons and text labels depending on the version of your IP Phone and the installed firmware, as shown in Table 1..

Table 1: Feature key text and icon displays

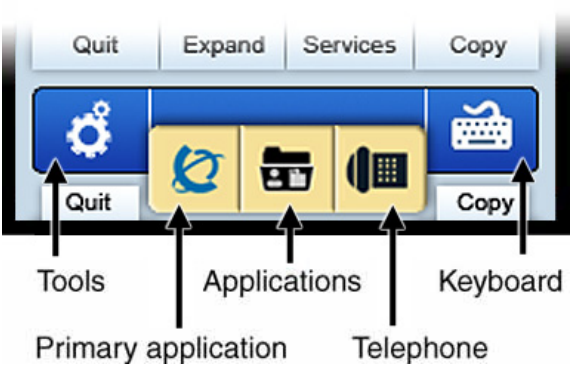
IP Phone 2007 older version		IP Phone 2007 newer version	
Text display	**Icon display**	**Text display**	**Icon display**
Inbox		Inbox	
Directory		Directory	
Outbox		Outbox	
Quit		Quit	
Expand		Expand	
Services		Services	
Copy		Copy	

Tools and Navigation area

The Tools/Navigation area provides controls for navigating between features and selecting tools. This area is visible and functional at all times unless you tap the keyboard icon. The pop-up keyboard occupies this portion of the screen.

Figure 4 on page 18 shows the Tools/Navigation area.

Figure 4: IP Phone 2007 Tools/Navigation area



The Tools/Navigation area has five main elements presented as touchable soft keys. The icons on the soft keys are different depending on the installed IP Phone software.

Applications

Tap this icon to determine which external graphical applications are registered (for example, My CallPilot), and launch them by tapping on the appropriate icon.

Telephone

Tap this icon to access the **Telephone** screen.

Primary Application

Tap this icon to go to the primary external application configured by the administrator.

Tools

Tap this icon to access the following tools used on the IP Phone 2007:

- Network configuration
- Local diagnostics
- Touch panel setup
- Display settings
- USB devices
- Preferences
- Lock menu

Keyboard

Tap this icon to display a virtual keyboard (pop-up keyboard) for text entry.

Either the pop-up or USB keyboards can be used to enter text in some of the applications. For more information, see "Entering and editing text" on page 28.

Touch panel

You perform point-and-click operations on your IP Phone 2007 using the touch panel. The touch panel is used with the graphical user interface (GUI) to present soft keys directly on the display. You can activate all Line/DN soft keys and feature soft keys by using the touch panel.

For important information about cleaning your touch-panel, see "Cleaning the phone screen" on page 20.

Calibrating the touch panel

You calibrate the touch panel through the **Tools** menu, where you can fine-tune the touch panel. You are prompted to use the stylus to tap three targets. For more information, see "To use the Touch Panel Setup tool:" on page 32.

Using the stylus

You operate the touch panel using a stylus or your finger. However, use of a stylus is recommended to avoid damage to the touch panel.

Cleaning the phone screen

Hold down the **Goodbye** key and then gently wipe the phone screen with a soft, dry cloth.

CAUTION
Do not use any liquids or powders on the phone.
Using anything other than a soft, dry cloth can contaminate phone components and cause premature failure.

License Notification

Notify your system administrator if your phone displays a message in a pop-up window about the licensing feature or evaluation period. License notification provides details to help diagnose why the features are disabled on the phone. You can press the Stop key or lift the handset to close the window. The window redisplays every 24 hours at 1:00 AM (default). The time and time frame can be configured when you provision the phone. For information about provisioning the IP Phones, see *Nortel Communication Server 1000 IP Phones Fundamentals* (NN43001-368).

Call features and Flexible Feature Codes

System administration is required for call features and Flexible Feature Codes (FFCs). Contact your system administrator to configure these features and codes on your phone.

The call features and FFCs must be assigned to your phone and supported by system software.

Security features

The following security features are available on your IP Phone 2007:

- Using encrypted calling
- Managing your Station Control Password (SCPW)

Using encrypted calling

Your IP Phone 2007 supports secure communication using secure real-time protocol (SRTP) media encryption feature. If the feature is enabled, a security icon (🔒) appears on the screen when your call is encrypted. Contact your system administrator to find out if this feature is enabled on your phone.

Managing your Station Control Password (SCPW)

Your Station Control Password (SCPW) enables the following security features:

- Electronic lock to prevent others from making calls from your phone.
- Password-protected phone features (for example, Personal Directory, Callers List, and Redial List).

Your initial SCPW is defined by your system administrator. For more information, contact your system administrator.

To change your SCPW

1. Tap the **Services** soft key.

2. Press the **Up/Down** keys to scroll and to highlight **Password Admin**.

3. Tap the **Select** soft key.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Up/Down** keys to scroll and highlight **New Password**.

6. Tap the **Select** soft key.

7. Use the dialpad to enter the new password. Follow the instructions on the screen to confirm the new password.

8. Tap the **Select** soft key to accept the new password.

   Note: If you are locked out of your IP Phone 2007 or forget your SPCW, contact your system administrator.

To turn password protection on or off

1. Tap the **Directory** soft key.

2. Press the **Up/Down** navigation keys to scroll and to highlight **Change Protection Mode**.

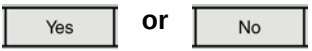
3. Tap the **Select** soft key to access the **Change Protection Mode**.

4. Use the dialpad to enter your password (if Password Protection is enabled).

5. Tap the **Enter** soft key.

6. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - **Enable Password Protection**
   - **Disable Password Protection**

   Note: By default the password protection is disabled.



7. Choose one of the following:
   - **Yes** to accept the selection.
   - **No** to return to the **Directory** menu.

8. Tap the **Done** soft key.

Connecting the components

Before you begin

CAUTION
Damage to Equipment
Do not plug the IP Phone 2007 into a regular phone jack. This results in severe damage to the IP Phone. Consult your system administrator to ensure that you plug your IP Phone into a 10/100BaseT Ethernet jack.

Connecting the components of the phone

1. Attach the handset cord, with the longer straight section into the handset jack on the back of the phone, then route the straight section of the cord through the cord guide. Attach the other end of the handset cord to the handset.
2. Thread the supplied CAT5-e Ethernet cable through the bottom of the stand as shown in Figure 6 on page 26 . If using an optional AC power adapter, thread the cord through the bottom of the stand. If connecting your PC through the phone, unplug its Ethernet cable from the LAN and thread it through the stand. If using the optional USB mouse or keyboard, thread its cable through the stand.
3. Connect the Ethernet cable from your data network to the RJ-45 connector marked . If using an optional AC power adapter, connect to the AC jack in the bottom of the phone. If connecting a PC through the phone, connect the supplied Ethernet cable to the PC and then to the RJ-45 connector marked . Plug in any optional USB devices as shown in Figure 6 on page 26 .
4. Attach the front edge of the stand by aligning the two clips on the bottom of the phone with the matching pivot points on the stand. Depress the tilt adjusting latch and push the stand firmly into the phone in the direction illustrated as shown in Figure 7 on page 26 . There should be two noticeable clicks when the stand is correctly attached. Arrange the cords so that they exit from the rear of the

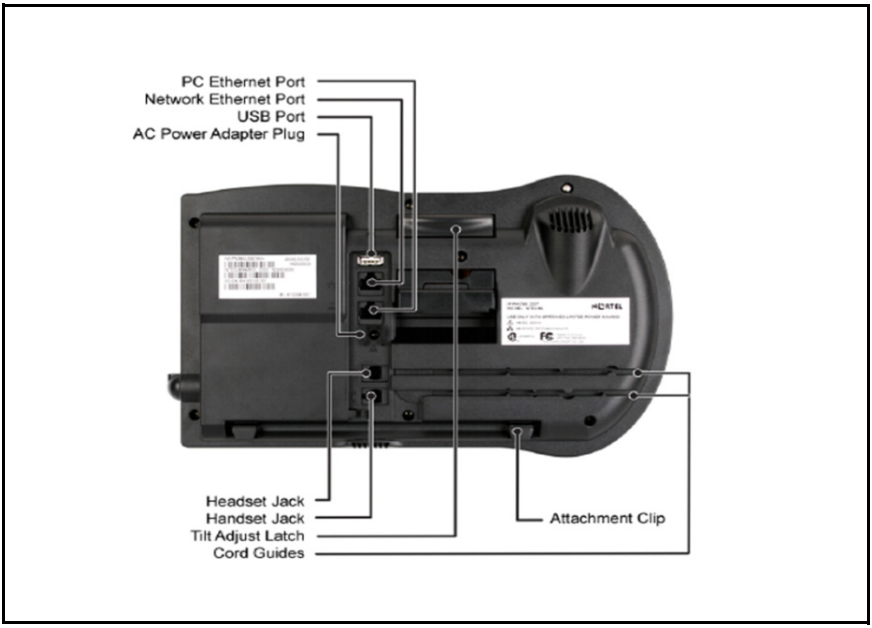
stand in the channels provided and do not interfere with the tilt mechanism as shown in Figure 8 on page 27 .

5. Connect the Ethernet cable to the LAN Ethernet connection. If using an AC power adapter, plug into the nearest outlet. Your system administrator should provide you with correct installation information.

   Note: The IP Phone 2007 supports both AC power and Power over Ethernet options, including IEEE 802.3af standard power. To use local AC power with the optional universal AC adapter, countryspecific AC power cables are separately orderable. To use Power over Ethernet, where power is delivered over the CAT5-e Ethernet cable, it must be supported by the LAN infrastructure.

Figure 5 shows connections on the IP Phone 2007.

Figure 5: IP Phone 2007 connections



The following figures show how to connect the phone components.

Figure 6: Attaching the Ethernet power cable, and handset cord

Figure 7: Attaching the stands

Figure 8: Arranging the cords to exit the stand

Entering and editing text

You can enter and edit text on your IP Phone 2007 using the following methods:

- "Entering text using the phone dialpad" on page 28
- "Editing text using the soft keys" on page 29
- "Entering text using the pop-up keyboard" on page 29
- "Entering text using the USB keyboard" on page 30

The use of any of these methods for text entry depends on the application. Table 2 shows the applications and input devices that can be used for text entry:

Table 2: Application text entry

For:	Use:
Call server related applications (for example, changing feature key labels, adding personal directory entries or for dialing)	Dialpad Pop-up or USB keyboard for numeric entries only
Graphical applications	Pop-up or USB keyboard
Tools menu	Pop-up or USB keyboard Dialpad for numeric and text entries

Entering text using the phone dialpad

You use the dialpad to enter text when you use features such as programming an Autodial soft key.

For example, to enter the letter A, press the number **2** key once. To enter the letter C, press the number **2** key three times.

> ***Note:*** No letters are associated with the number **1** or the number **0** key. Punctuation is associated with the number **1**.

When entering IP addresses with the dialpad, the address is entered as xxx**xxx**xxx**xxx, and the phone translates this to xxx.xxx.xxx.xxx.

Editing text using the soft keys

You use soft keys to access text when you work with applications such as Personal Directory, Redial List, and Callers List.

Table 3 describes the soft key editing functions on the IP Phone 2007.

Table 3: Editing soft key description

Soft key	Description
Cancel	Stop the current action..
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Depends on application.
More…	Access additional soft keys.

Entering text using the pop-up keyboard

A full uppercase and lowercase keyboard and a number pad are available to enter text. The user can type on the keyboard with the stylus. The pop-up keyboard can be used to enter text in the tools and graphical applications.

For number entry in phone applications (for example, when dialing), the keyboard can be used to enter digits (0 to 9), as well as asterisk (*) and pound (#). Other characters are ignored.

Entering text using the USB keyboard

The USB keyboard, when connected, can be used to enter text in the tools and graphical applications.

For number entry in phone applications (for example, when dialing), the keyboard can be used to enter digits (0 to 9), as well as * and #. Other characters are ignored.

When on a call, the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) can be used to control the phone. Table 4 shows the function keys and their associated action during phone calls.

Table 4: USB keyboard function keys during phone calls

Function key	Action
f1	Go to handsfree mode
f2	Go to headset mode
f3	Place the current call on hold
f4	Mute the current call
f5	Volume up
f6	Volume down
f7	Copy
f8	Quit

Configuring IP Phone Local Options

Your IP Phone 2007 has both local and server-based options. The local options cover the following entries in the Tools menu:

- "Using Network Configuration" on page 31
- "Using the Local Diagnostics menu" on page 31
- "Using the Touch Panel Setup tool" on page 32
- "Adjusting Display Settings" on page 33
- "Using USB Devices" on page 37
- "Using Preferences" on page 38

Note 1: Many of the selections in the Tools menu are intended for system administrator use only.

Note 2: If Password Protection is enabled on your IP Phone 2007, you are prompted for a password when you open the Tools menu.

Entering text in the Tools menu items is easier with a USB keyboard.

Using Network Configuration

The Network Configuration displays the information that was configured when the phone was installed. This tool is for administrator use only. For detailed instructions, see *IP Phones: Description, Installation, and Operation* (NN43001-368).

Using the Local Diagnostics menu

The Local Diagnostic menu contains tools that are used to diagnose local problems. This menu is for administrator use only. For detailed instructions, see *IP Phones: Description, Installation, and Operation* (NN43001-368).

Using the Touch Panel Setup tool

The Touch Panel Setup tool calibrates the touch panel and stylus. Calibration is recommended prior to first use or when stylus taps are not interpreted correctly.

To use the Touch Panel Setup tool:

1. Tap the **Tools** icon.

2. Tap the **Touch Panel Setup** soft key.

   The screen displays a calibration map, the **CANCEL** soft key appears, and the system prompts you to: `Touch the center of the red ball.`

3. Using the stylus, tap each of the dots, in order, starting with the red dot in the lower-left portion of the screen, and following the sequence as prompted.

4. Tap the third dot, the display changes to indicate the result of the calibration.

   If the calibration is successful, the phone reports: `Data calibration is CORRECT`, prompts: `Save Data Calibration?`, and displays the **YES** and **NO** soft keys and the calibration statistics.

Choose one of the following:

— Tap the **YES** soft key to save the calibration settings and exit to the main display.

— Tap the **NO** soft key to abandon the calibration settings and exit to the main display.

5. If the calibration is not successful, the phone reports `Data calibration is WRONG`, prompts: `Repeat Calibration?`, and displays the **YES** and **NO** soft keys and the calibration statistics.

Choose one of the following:

— Tap the **YES** soft key to try the calibration again (starting at step 3).

— Tap the **NO** soft key to abandon the calibration and exit to the main display.

Adjusting Display Settings

The Display Settings tools are used to alter the physical settings of the display.

To adjust the Display Settings:

1. Tap the **Tools** icon.

2. Tap the **Display Settings** soft key.

3. The screen displays:

- `Brightness` and a set of **Down** and **Up** soft keys
- `Backlight xxx`, where `xxx` is a time in minutes or hours, and a set of **Down** and **Up** soft keys.
- `Screensaver xxx`, where `xxx` is a time in minutes or hours, and a set of **Down** and **Up** soft keys
- Display `Dim Enabled` and a checkbox to configure the screen dimmer.

4. To increase the display brightness, tap the **Up** soft key beside the `Brightness` label.

5. To decrease the display brightness, tap the **Down** soft key beside the `Brightness` label.

6. To increase the time before the display sleeps (goes black), tap the **Up** soft key beside the `Backlight` label. The sleep time increases from the default and provides settings for:

   `5 sec` (5 seconds)
   `1 min` (1 minute)
   `5 min` (5 minutes)
   `10 min` (10 minutes)
   `15 m`in (15 minutes)
   `30 min` (30 minutes)
   `1 hour` (default)
   `2 hours`
   `Al`ways on (screen does not go black)

   Note: Extending the sleep time or never sleeping reduces the life span of the display screen.

7. To decrease the time before the display sleeps (goes black), tap the **Down** soft key beside the `Backlight` label. The time decreases from the default and provides settings for:

   `Always on` (screen does not go black)
   `2 hours`
   `1 hour` (default)
   `30 min` (30 minutes)
   `15 min` (15 minutes)
   `10 min` (10 minutes)
   `5 min` (5 minutes)
   `1 min` (1 minute)
   `5 sec` (5 seconds)

8. To increase the time before the screensaver slideshow begins, tap the **Up** soft key beside the `Screensaver` label. The delay increases from the default and provides settings for:

   `1 min` (1 minute)
   `5 min` (5 minutes)
   `10 min` (10 minutes)
   `15 min` (15 minutes)
   `30 min` (30 minutes)
   `1 hour`
   `2 hours`
   Off (default)

   Note: Extending the sleep time or never sleeping reduces the life span of the display screen.

9. To decrease the time before the display sleeps (goes black), tap the **Down** soft key beside the `Screensaver` label. The time decreases from the default and provides settings for:

   `Off (default)`
   `2 hours`
   `1 hour`
   `30 min` (30 minutes)
   `15 min` (15 minutes)
   `10 min` (10 minutes)
   `5 min` (5 minutes)
   `1 min` (1 minute)

10. When the `Display Dim Enabled` checkbox is selected, the display dims instead of turning completely off after the Backlight timer expires. You can see the images on the display while the backlight is dimmed.

11. To save any changes made to the display settings, tap the `Apply` soft key.

12. Tap the **Exit** soft key to exit to the display settings screen. Save your changes before exiting (see Step 11).

Using USB Devices

The USB Devices menu provides information about the Universal Serial Bus (USB) devices plugged into the USB port in the back of the phone.

To use the USB Devices:

1. Tap the **Tools** icon.

2. Tap the **USB Devices** soft key.

   The screen displays information about the device connected.

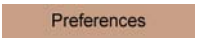
3. Tap the **Exit** soft key to exit to the main display.

Using Preferences

Configure individual user preferences using the Preferences tool. The **Preferences** menu contains the **Button Customizing Tool** and the **Exit** soft key.

To use the Button Customizing Tool

1. Tap the **Tools** icon.



2. Tap the **Preferences** soft key.

3. Tap the **Button Customizing Tool** soft key.

Three columns appear, labeled Buttons, Icons, and Labels:.

Table 5: Feature key buttons and icons display

Buttons	Icons	Labels
Inbox		---------
Directory		---------
Outbox		---------
Quit		---------
Expand		---------
Services		---------

Table 5: Feature key buttons and icons display

Buttons	Icons	Labels
Copy		_ _ _ _ _ _ _ _

The boxes shown with a black outline are the current settings.

4. To change a soft key from displaying text to displaying the icon, tap the associated icon button. A black box appears around the icon.

   Example: to change the soft key labeled Inbox on the main display to the icon, tap the Inbox icon.

5. To change a soft key to display a custom label:

   a. Tap twice on the corresponding field in the Label column; a blinking cursor appears, and a black box appears around the label.

   b. Enter text by typing on the USB keyboard or the virtual keyboard.

   c. Tap elsewhere on the screen to stop editing the field.

   Note: The system truncates the label if the text does not fit into the display area of the soft key.

6. Choose one of the following:

or

- To apply the changes, tap the **Apply** soft key. The system responds with the message:
  `Saving is in progress`
  and then the message appears:
  `Saving is complete.`
- To abandon the changes, tap the **Exit** soft key. The system responds with the message: `Save changes?` and the **Yes** and **No** soft keys display.

  Choose one of the following:

or

  — Tap the **Yes** soft key to save the changes.

  — Tap the **No** soft key to abandon the changes and exit to the Preferences menu.

7. Tap the **Exit** soft key to return to the Preferences menu.

To exit from the Preferences menu:

Tap the **Exit** soft key to return to the main display.

Configuring services on the IP Phone 2007

The IP Phone 2007 **Services** menu lists the following submenus:

- The **Telephone Options** menu is used by you or your system administrator to configure phone preferences.
- The **Password Admin** menu is used by you or your system administrator to change the Station Control Password.
- The **Virtual Office Login** and **Test Local Mode** (for branch office) menus are listed when an IP Phone 2007 Class of Service is set for Virtual Office and branch office. For more information, see "Using Virtual Office" on page 130.

  Note: Consult your system administrator to verify if the Password Admin, Virtual Office Login, and Test Local Mode menus are available on your IP Phone 2007.

Using the Telephone Options menu

Use the **Telephone Options** menu option to access the following:

- "Adjusting the volume" on page 43
- "Adjusting the display screen contrast" on page 47
- "Selecting a language" on page 47
- "Configuring Live Dialpad" on page 48
- "Selecting Date and Time format" on page 49
- "Accessing display diagnostics" on page 51
- "Choosing a Local DialPad Tone" on page 51
- "Viewing phone information" on page 52
- "Diagnostics" on page 53
- "Choosing a Ring type" on page 59
- "Enabling or disabling Call Timer" on page 61

- “Enabling On-hook Default Path” on page 61
- “Changing feature key labels” on page 62
- “Configuring Name Display format” on page 65
- “Configuring Caller ID display order” on page 66
- “Configuring Normal mode indication” on page 67

Note: When an option has a sublist, an ellipsis (...) appears after the option.

In the **Services** menu, the current setting for options is marked with a phone icon.

Because this menu comes from the Call Server, use the **Up/Down** navigation keys for scrolling and tap the **Select** soft key.

To use the Telephone Options menu:

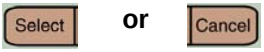
1. Tap the **Services** soft key.

2. Press the **Up/Down** navigation keys to scroll and to highlight **Telephone Options**.

3. Tap the **Select** soft key.

4. Press the **Up/Down** navigation keys to scroll and to highlight an option (for example, **Language…**).

5. Tap the **Select** soft key. The display provides information required to adjust your selection.



6. Choose one of the following:
   — Tap the **Select** soft key to save changes and return to the **Telephone Options** menu.
   — Tap the **Cancel** soft key to keep existing settings.

Adjusting the volume

To adjust the volume, tap the **Services** soft key, select **Telephone Options**, and select **Volume adjustment...** from the menu. Choose one of the following:

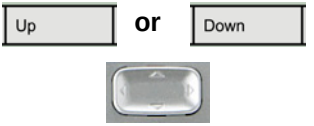
- Ringer
- Handset listen
- Handsfree listen
- Headset listen
- Buzzer

To adjust the Ringer volume:

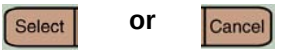
1. Press the **Up/Down** navigation keys to scroll and to highlight **Ringer**.

2. Tap the **Select** soft key.

   The phone rings.



3. To increase or decrease the volume, choose one of the following:
   - Tap the **Up** or **Down** soft keys.
   - Press the **Up/Down** or **Left/Right** navigation keys.

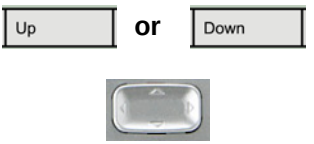


4. Choose one of the following:
   - Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep the existing settings.

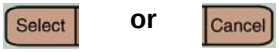
To adjust the Handset listen volume:

1. Press the **Up/Down** navigation keys to scroll and to highlight **Handset listen**.

2. Tap the **Select** soft key.



3. To increase or decrease the volume, choose one of the following:
   - Tap **Up** or **Down** soft keys.
   - Press the **Up/Down** or **Left/Right** navigation keys.

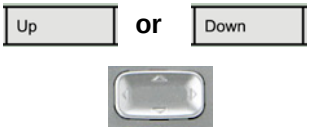


4. Choose one of the following:
   - Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep the existing settings.

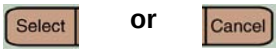
To adjust the Handsfree listen volume:

1. Press the **Up/Down** navigation keys to scroll and to highlight **Handsfree listen**.

2. Tap the **Select** soft key.



3. To increase or decrease the volume, choose one of the following:
   - Tap the **Up** or **Down** soft keys.
   - Press the **Up/Down** navigation keys.

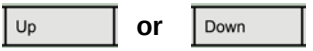


4. Choose one of the following:
   - Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep the existing settings.

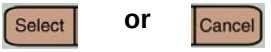
To adjust the Headset listen volume:

1. Press the **Up/Down** navigation keys to scroll and to highlight **Headset listen**.

2. Tap the **Select** soft key.



3. To increase or decrease the volume, choose one of the following:
   - Tap the **Up** or **Down** soft keys.
   - Press the **Up/Down** navigation keys.



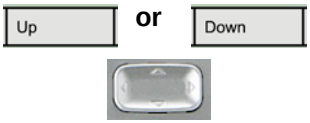
4. Choose one of the following:
   - Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep existing settings.

To adjust the Buzzer volume:

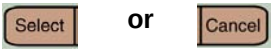
1. Press the **Up/Down** navigation keys to scroll and to highlight **Buzzer**.

2. Tap the **Select** soft key.

   The buzzer sounds.



3. To increase or decrease the volume, choose one of the following:
   - Tap the **Up** or **Down** soft keys.
   - Press the **Up/Down** navigation keys.



4. Choose one of the following:
   - Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep the existing settings.

Adjusting the display screen contrast

To adjust the LCD display screen contrast, tap the **Services** soft key, select **Telephone Options**, and select **Contrast adjustment** from the menu. This call server controlled contrast adjustment works for IP Phone 2007 models with product codes NTDU96AA70, NTDU96AB70, NTDU96AC70E6. For the IP Phone 2007 model with product code NTDU96Bx70E6 (where x is A or higher), display adjustments can be made from the Local menu only; there is no change when the call server controlled **Contrast adjustment** is used with this model.

> ***Note:*** For additional info on adjusting the display settings for the IP Phone 2007, see "Adjusting Display Settings" on page 33".

Selecting a language

The display is available in multiple languages. The language for parts of the display are locally configured using the Tools menu, while others are configured through the call server.

If the Language setting is password-protected, you must enter a password (SCPW) to change the language. If you enter an incorrect password, an error message is displayed. If you enter an incorrect password more than three times, the password functionality is locked. Contact your system administrator to unlock the password.

To select a language:

Tap the **Services** soft key, select **Telephone Options**, and select **Language...**

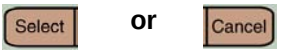
1. Press the **Up/Down** navigation keys to scroll and to highlight the desired language (for example, German [Deutsche]).

   Note: Some languages may not be installed on your IP Phone. Contact your system administrator for more information on available languages.

2. Choose one of the following:

   — Tap the **Select** soft key to save the desired language and return to the **Telephone Options** menu.

   — Tap the **Cancel** soft key to keep the existing settings.



Tools menu

Use the procedure described in "Using Preferences" on page 38 to change the language for the local labels of the graphical user interface.

Configuring Live Dialpad

Use Live Dialpad to dial a number using the phone dialpad without picking up the handset, press the handsfree key or press the line (DN) key.

Note: The primary DN key is automatically activated.

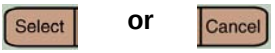
To configure Live Dialpad, tap the **Services** soft key, select **Telephone Options** and select **Live Dialpad** from the menu.

To configure Live Dialpad:

1. Press the **Up/Down** navigation keys to scroll and highlight **Live Dialpad**.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - — **on**
   - — **off**



4. Choose one of the following:
   - — Tap the **Select** soft key to save the setting.
   - — Tap the **Cancel** soft key to keep the existing settings.

Selecting Date and Time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks. To select a date and time format, tap the **Services** soft key, select **Telephone Options** and choose **Date/Time…** from the menu.

To select the date and time:

1. Press the **Up/Down** navigation keys to scroll and highlight the desired format. Sample formats appear on the upper-right side of the display area.

2. Choose one of the following:

   — Tap the **Select** soft key to save the format and return to the **Telephone Options** menu.

   — Tap the **Cancel** soft key to keep the existing settings.

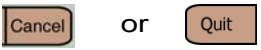
or

Accessing display diagnostics

The display diagnostics option tests the phone display screen and indicator lights.To access display diagnostics, tap the **Services** soft key, select **Telephone Options**, and select **Display diagnostics** from the menu.

To select Display diagnostics:

1. Press the **Up/Down** navigation keys to scroll through the list to view display capabilities.



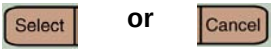
2. Tap the **Cancel** or **Quit** soft key to return to the **Telephone Options** menu.

Choosing a Local DialPad Tone

The Local DialPad Tone option produces dual-tone multifrequency (DTMF) sounds, a single tone, or no sound when you press a key on the dialpad. To choose a Local DialPad Tone, tap the **Services** soft key, select **Telephone Options**, and select **Local DialPad Tone** from the menu.

To choose a Local DialPad Tone:

1. Press the **Up/Down** navigation keys to scroll and to highlight one of the following dialpad tones:
   - **None** to disable all tones.
   - **Short Click** to enable a single tone for all keys.
   - **DTMF** to turn on a separate DTMF tone for each key.



2. Choose one of the following:
   — Tap the **Select** soft key to save the tone selection and return to the **Telephone Options** menu.
   — Tap the **Cancel** soft key to keep the existing settings.

Viewing phone information

The Set Info option displays the following:

- General Info
- Set IP Info
- Ethernet Info
- Server Info
- Location Info
- Encryption Info

To view the phone information, tap the **Services** soft key, select **Telephone Options**, and select **Set Info** from the menu.

To view the phone information:

1. Press the **Up/Down** navigation keys to scroll through the list to view the phone information.

2. Tap the **Cancel** soft key to return to the **Telephone Options** menu.

Diagnostics

The diagnostics option from the Telephone Options menu is unsupported. Tap the **OK** soft key to return to the Telephone Options menu. Double-tap the **Services** soft key to access Local diagnostic utilities. You can also tap the **Tools** icon and select Local diagnostics from the menu.

Configuring call log options

Use the Call Log option to configure the following preferences:

- "Configuring the Callers List log" on page 53
- "Configuring New Call indication" on page 55
- "Configuring Preferred Name Match" on page 56
- "Configuring Area Code Setup" on page 57

Configuring the Callers List log

You can configure the Callers List to log all incoming calls including calls while your IP Phone is busy, or only unanswered calls. The default setting is Log all calls.

To log only unanswered calls, tap the **Services** soft key, select **Telephone Options**, and select **Call Log Options** from the menu.

To log only unanswered calls:

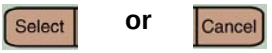
1. Press the **Up/Down** navigation keys to scroll and to highlight the **Incoming Calls** option.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight the **Log Mode** option.

4. Tap the **Select** soft key.

5. Press the **Up/Down** navigation keys to scroll and highlight **Log unanswered calls**.



6. Choose one of the following:
   - Tap the **Select** soft key to save the setting.
   - Tap the **Cancel** soft key to keep the existing settings.

To log all calls:

1. Press the **Up/Down** navigation keys to scroll and to highlight the **Incoming Calls** option.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight the **Log Mode** option.

4. Tap the **Select** soft key.

5. Press the **Up/Down** navigation keys to scroll and highlight **Log All Calls**.

or

6. Choose one of the following:
   - — Tap the **Select** soft key to save the setting.
   - — Tap the **Cancel** soft key to keep the existing settings.

To log all incoming calls including calls while IP Phone is busy:

To log all incoming calls including calls while your IP Phone is busy, tap the **Services** key and select **Call Log Options** from the Telephone Options menu.

1. Press the Up/Down navigation keys to scroll and highlight the **Incoming Calls** option.
2. Tap the **Select** soft key.
3. Press the Up/Down navigation keys to scroll and highlight **Log calls if busy**.
4. Choose one of the following:

— Tap the **Select** soft key to save the configuration.

— Tap the **Cancel** soft key to keep existing configurations.

Configuring New Call indication

You can configure the IP Phone 2007 to display a message to indicate a new incoming call was received. The default setting is On. To configure New Call indication, tap the **Services** soft key, select **Telephone Options**, and select **Call Log Option** from the menu.

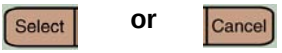
To configure New Call indication:

1. Tap the **Select** soft key to select **Incoming Calls**.

2. Press the **Up/Down** navigation keys to scroll and to highlight **New Call Indication**.

3. Tap the **Select** soft key.

4. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - **New call indication:On**
   - **New call indication:Off**



5. Choose one of the following:
   - Tap the **Select** soft key to save the setting.
   - Tap the **Cancel** soft key to keep the existing settings.

Configuring Preferred Name Match

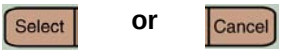
You can configure the IP Phone 2007 to display the name of the caller as defined in your Personal Directory. The default setting is Off. To configure Preferred Name Match, tap the **Services** soft key, select **Telephone Options**, and select **Call Log Option** from the menu.

To configure Preferred Name Match:

1. Press the **Up/Down** navigation keys to scroll and highlight **Preferred Name Match**.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - **Pref Name Match: On**
   - **Pref Name Match: Off**



4. Choose one of the following:
   - Tap the **Select** soft key to save the setting.
   - Tap the **Cancel** soft key to keep the existing settings.

Configuring Area Code Setup

Using the Area Code Setup menu, a user can save up to three area codes. After an incoming call arrives with an area code that matches one of the three stored area codes, the incoming call number is reordered to display the phone number followed by the area code (as opposed to the area code followed by the phone number).

This reordering is also performed when you scroll through your Callers List.

To configure an area code, tap the **Services** soft key, select **Telephone Options**, and select **Call Log Option** from the menu.

To configure default area codes (three maximum):

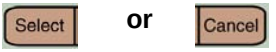
1. Press the **Up/Down** navigation keys to scroll and to highlight **Area Code Setup**.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - **1st Code:**
   - **2nd Code:**
   - **3rd Code:**

4. Tap the **Select** soft key.

5. Use the dialpad to enter the new area code at the prompt.



6. Choose one of the following:
   - Tap the **Select** soft key to save the setting.
   - Tap the **Cancel** soft key to keep the existing settings.

To edit area code display:

1. Press the **Up/Down** navigation keys to scroll and to highlight **Area Code Setup**.

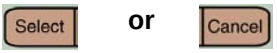
2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - — **1st Code:**
   - — **2nd Code:**
   - — **3rd Code:**

4. Tap the **Select** soft key.

5. Use the **Clear** soft key to clear the area code.

6. Use the dialpad to enter the new area code, using the **Delete** soft key to remove errors.



7. Choose one of the following:
   - — Tap the **Select** soft key to save the setting.
   - — Tap the **Cancel** soft key to keep existing settings.

Choosing a Ring type

The Ring type option sets the phone ring tone. To choose a ring type, tap the **Services** soft key, select **Telephone Options**, and select **Ring type...** from the menu.

To select a Ring type:

1. Press the **Up/Down** navigation keys to scroll and to highlight one of the ring types.

2. Tap the **Play** soft key to hear the ring tone.

3. Tap the **Stop** soft key to stop the tone.

4. Choose one of the following:

— Tap the **Select** soft key to save the ring type and return to the **Telephone Options** menu.

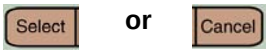
— Tap the **Cancel** soft key to keep existing settings.

Enabling or disabling Call Timer

The Call Timer measures the length of each call. To enable Call Timer, tap the **Services** soft key, select **Telephone Options**, and select **Call Timer**.

To enable or disable Call Timer:

1. Press the **Up/Down** navigation keys to scroll and to highlight either:
   - **Call timer: Off**
   - **Call timer: On**



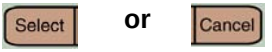
2. Choose one of the following:
   - Tap the **Select** soft key to save the setting and return to the **Telephone Options** menu.
   - Tap the **Cancel** soft key to keep the existing settings.

Enabling On-hook Default Path

Using the On-hook Default Path option, you can use a headset or the Handsfree feature to operate your IP Phone while it is on-hook.To enable On-hook Default Path, tap the **Services** soft key, select **Telephone Options**, and select **On-hook Default Path** from the menu.

To enable On-hook Default Path:

1. Select one of the following:
   - **Handsfree enabled**
   - **Headset enabled**



2. Choose one of the following:
   - — Tap the **Select** soft key to save your choice.
   - — Tap the **Cancel** soft key to keep existing settings.

Changing feature key labels

The Change FeatureKey label option renames the label displayed next to each feature key or restores the default labels to the keys (collectively or individually). To rename feature key labels, tap the **Services** key, select **Telephone Options**, and select **Change FeatureKey labels** from the menu.

If the feature key label setting is password-protected, you must enter a password (SCPW) to change the feature key label. If you enter an incorrect password, an error message is displayed. If you enter an incorrect password more than three times, the password functionality is locked. Contact your system administrator to unlock the password.

Note: If a feature key is configured as an autodial key, the label does not change if the autodial key configuration changes.

To change a label:

1. Tap the **Select** soft key.

2. Use the **Up/Down** navigation keys to scroll to highlight:
   `Change FeatureKey label.`

3. Tap the **Select** soft key.

4. Tap the feature soft key to be changed.

   Note: If you tap a prime DN soft key, an error message displays.

5. Enter the new information for the feature soft key label. For information about entering text, see "Entering and editing text" on page 28.

   Note: Press the key until the desired character is displayed and then wait until the cursor moves before entering the next character.

   Use the **More..** soft key and the **CASE** or **case** soft keys to toggle between uppercase and lowercase.

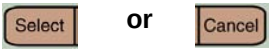
6. To enter special characters, press the **Up** or **Down** navigation key to display several sets of special characters.

   Note: To choose the special characters, use the navigation keys to move right or left, until the cursor is immediately before the desired character.

7. Choose one of the following:

   — Tap the **Select** soft key to save the changes and return to the **Telephone Options** menu.

   — Tap the **Cancel** soft key to keep the existing settings.

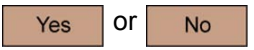


Restore all the default labels:

To restore all feature soft key labels, tap the **Services** soft key, select **Telephone Options**, and select **Change FeatureKey labels** from the menu.

1. Tap the **Select** soft key.

2. Use the **Up/Down** navigation keys to scroll and highlight:
   `Restore all key labels.`



3. Choose one of the following:

   — Tap **Yes** to change all feature soft keys to default values.

   Note: When labels are changed to default values, you cannot undo the change. The label settings must be reentered.

   — Tap **No** to exit without changing the soft keys.

Restore one default label:

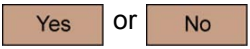
To restore one feature soft key label, tap the **Services** soft key, select **Telephone Options**, and select **Change FeatureKey labels** from the menu.

1. Tap the **Select** soft key.

2. Use the **Up/Down** navigation keys to scroll and highlight:
   `Restore one key label.`

3. Tap the **Select** soft key.

4. Tap the feature soft key.



5. Choose one of the following:

   — Tap **Yes** to change the feature soft keys to default values.

   Note: If you change a label to default values, you cannot undo the change. The label setting must be reentered.

   — Tap **No** to exit without changing the soft key.

Configuring Name Display format

You can configure the IP Phone 2007 to display the name of the incoming calling party in the following formats:

- first name, last name
- last name, first name

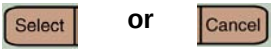
To configure the Name Display format, tap the **Services** soft key, and select **Telephone Options**.

To configure the Name Display format:

1. Press the **Up/Down** navigation keys to scroll and to highlight **Name Display format**.

2. Tap the **Select** soft key.

3. Press the **Up/Down** navigation keys to scroll and to highlight one of the following:
   - — **last name, first name**
   - — **first name, last name**



4. Choose one of the following:
   - — Tap the **Select** soft key to save the setting.
   - — Tap the **Cancel** soft key to keep the existing settings.

Configuring Caller ID display order

Caller ID display order appears in 2 formats:

- Number, name (default)
- Name, Number

Use the following procedure to configure Caller ID display order.

1. Press the **Services** key, select **Telephone Options** and select **Caller ID** display order.
2. Press the **Up/Down** navigation keys to scroll and select one of the following:
   - **Number, name** (default)
   - **Name, number**
3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Configuring Normal mode indication

The **Normal** mode display indication can be On or Off when the IP Phone is in normal mode.

Use the following procedure to configure Normal mode indication.

1. Press the **Services** key, select **Telephone Options**, and select **Normal mode** indication.
2. Press the **Up/Down** navigation keys to scroll and select one of the following:
   - **On**
   - **Off**
3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Making a call

This section describes features associated with making a call. There are several ways to make a call from an IP Phone 2007.

Using Off-hook dialing

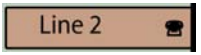
1. Lift the handset.

2. Dial the number.

3. To terminate the call, choose one of the following:
   - Replace the handset into the cradle.
   - Press the **Goodbye** key.

Using On-hook dialing

1. Leave the handset in the cradle.



2. Tap the line (DN) soft key.

3. Dial the number after the dial tone sounds.

4. When the called party answers, lift the handset.

5. To terminate the call, choose one of the following:
   - Replace the handset into the cradle.
   - Press the **Goodbye** key.

Using Handsfree dialing

Use Handsfree dialing to use a built-in microphone and speaker or a headset instead of the handset. While on an active call, you can switch between Handset and Handsfree mode.

1. Press the **Handsfree** key.

2. If a headset is connected, press the **Headset** key.

3. Dial the number.

To discontinue a Handsfree call:

Press the **Goodbye** key.

To mute a Handsfree call:

1. Press the **Mute** key. The LED indicator flashes.

2. Press the **Mute** key again to return to a two-way handsfree conversation.

To switch from Handsfree mode to Handset mode:

Lift the handset.

To switch from Handset mode to Handsfree mode:

1. Press the **Handsfree** key.

2. Replace the handset.

To use a headset:

1. Connect the headset to the headset jack or the handset jack.

2. Press the **Headset** key.

To switch from Handsfree mode to Headset mode:

Press the **Headset** key.

Using Live Dialpad

Use Live Dialpad to dial a number using the phone dialpad without picking up the handset, press the handsfree key or press the line (DN) key.

1. Leave the handset in the cradle.

2. Dial the number.

3. After the called party answers, lift the handset.

4. To terminate the call, choose one of the following:
   - Replace the handset into the cradle.
   - Press the **Goodbye** key.

Using the Directory applications

You can make calls using various Directory applications available on your IP Phone 2007. The applications include:

- "Making a call using the Corporate Directory" on page 72
- "Making a call using the Personal Directory" on page 73
- "Making a call using the Callers List" on page 73

• “Making a call using the Redial List” on page 74

Making a call using the Corporate Directory

The Corporate Directory feature provides an alphabetical list of entries using last names. You can search by name, view additional information on each entry, and dial Corporate Directory numbers. To use Corporate Directory, tap the **Directory** soft key and select **Corporate Directory**.

To search for a specific number

1. When prompted, use the dialpad to enter the desired name in the last name, first name format.

2. Tap the **Search** soft key to find the desired name.

   A list of all the matches displays.

3. Press the **Up/Down** navigation keys to scroll and to highlight a name in the Corporate Directory.

4. Choose one of the following:

   — Tap the **Dial** soft key to dial the resulting number.

   — If there is no match to the search query, start a new search or change the information in the initial search.

   — Tap the **Cancel** soft key to exit without dialing.

Making a call using the Personal Directory

Using the Personal Directory feature, you can store a maximum of 100 entries consisting of names and numbers. To use Personal Directory, tap the **Directory** soft key and select **Personal Directory**. For more information about how to configure and use Personal Directory, see "Using the Personal Directory" on page 123.

To use the Personal Directory:

1. Press the **Up/Down** navigation keys to scroll and to highlight a name in the **Personal Directory**.

or

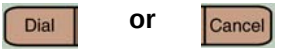
2. Choose one of the following:
   - Tap the **Dial** soft key to dial the resulting number.
   - Tap the **Cancel** soft key to exit without dialing.

Making a call using the Callers List

The Callers List feature automatically stores up to a maximum of 100 callers. After 100 callers are stored, each additional caller overwrites the oldest entry. To use the Callers List, tap the **Directory** soft key and select **Callers List**. For information about how to configure and use Callers List, see "Using the Callers List" on page 126.

To use the Callers List:

1. Press the **Up/Down** navigation keys to scroll and to highlight a name in the **Callers List.**



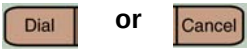
2. Choose one of the following:
   - — Tap the **Dial** soft key to dial the resulting number.
   - — Tap the **Cancel** soft key to exit without dialing.

Making a call using the Redial List

The Redial List feature automatically stores a maximum of 20 previously dialed phone numbers. To use the Redial List, tap the **Directory** soft key and select **Redial List**. For information about how to configure and use the Redial List, see “Using the Redial List” on page 127.

To use the Redial List:

1. Press the **Up/Down** navigation keys to scroll and to highlight a name in the **Redial List**.



2. Choose one of the following:
   - — Tap the **Dial** soft key to dial the resulting number.
   - — Tap the **Cancel** soft key to exit without dialing.

Using Predial

Use the Predial feature to enter, preview, and edit numbers before dialing.

To use Predial:

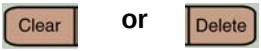
1. Without selecting the line soft key, enter the number to be dialed.

2. Tap a line soft key to dial the number.

3. Lift the Handset after the called party answers or, if in Handsfree mode, begin to speak.

To edit a Predial number:

1. Use the dialpad to enter the number.



2. Choose one of the following:
   - To erase all numbers, tap the **Clear** soft key. Reenter the numbers to be dialed.
   - To change numbers one at a time, tap the **Delete** soft key to backspace. Reenter the number.

3. Tap a line soft key to dial the number.

Using Autodial

Use the Autodial feature to display, store, and automatically dial phone numbers.

To store an Autodial number

1. Without lifting the handset, tap the appropriate **AutoDial** soft key.

   Note: The word Autodial appears next to the appropriate soft key on the display screen.

2. Using the dialpad, dial the phone number (including access code) to be stored on the selected **AutoDial** soft key.

3. Tap the **AutoDial** soft key a second time to store the number on the selected soft key.

   Note: After a number is stored, the word Autodial disappears, and the stored number appears.

4. Assign a label to the soft key.

   Note: After the label is assigned, the number disappears and only the label appears on the screen next to the soft key.

To display an Autodial number:

1. Tap the **Display** soft key.

2. Tap an **AutoDial** soft key in the upper display area to display the number associated with that soft key.

To use Autodial:

1. Lift the handset.

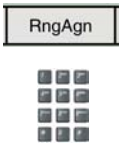
2. Tap an **AutoDial** soft key in the upper display area to dial the number associated with that soft key.

Using Ring Again

Use the Ring Again feature if you receive a busy tone, or if there is no answer. Your IP Phone rings after the person you called becomes available. Ring Again automatically redials the number.

To activate Ring Again:

1. Dial a number and receive a busy tone or no answer.



2. Choose one of the following:
   — Tap the **Ring Again** soft key.
   — Enter the Ring Again Activate FFC.

To call a Ring Again party after you receive notification:

1. After receiving the notification ring, lift the handset, or if you are using the headset, go to Step 2.

2. Tap the **Ring Again** soft key to automatically dial the number.

To deactivate Ring Again before notification:

Choose one of the following:
   — Tap the **Ring Again** soft key a second time.
   — Enter the Ring Again Deactivate FFC.

Using Last Number Redial

Use the Last Number Redial feature to automatically redial the last dialed number.

To use Last Number Redial:

Choose one of the following:

1. To redial using the handset:
   a. Lift the handset.
   b. Tap the line (DN) soft key.

2. To redial without lifting the handset, tap the line (DN) soft key twice (the last number dialed is automatically redialed).

Using Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit code to store, edit, and automatically dial frequently called phone numbers.

To store a Speed Call number:

1. Tap the **Speed Call Controller** soft key. The triangular icon flashes, indicating programming mode.

2. At the prompt:
   — Enter a one-, two-, or three-digit code (0-999).
   — If required, dial the access code.

3. Tap the **Speed Call Controller** soft key again to save the code and number. The flashing icon turns off.

To make a Speed Call:

1. Lift the handset.

2. Tap the **Speed Call Controller** soft key.

3. Dial the Speed Call code to automatically dial the number.

Using System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override dialing restrictions placed on your phone.

To make a System Speed Call:

1. Lift the handset.

or

2. Choose one of the following:
   - Tap the **System Speed Call (SScUsr)** soft key.
   - Tap the **System Speed Call Controller (SScCtl)** soft key.

3. Dial the Speed Call code to automatically dial the number.

Using Hot Line

Use the Hot Line feature to automatically dial a specific number.

To use Hot Line:

Tap the **HotLne** soft key to automatically dial the number.

Using Intercom calling

Use the Intercom feature to call a member of your intercom group by tapping the code assigned to each member.

To make an Intercom call:

1. Lift the handset.

2. Tap the **Intercom** soft key.

3. Dial the one- or two-digit code for the desired intercom group member.

To answer an Intercom call while on a line other than your Intercom group line:

1. Choose one of the following keys:
   - — Press the **Hold** key to put the current call on hold.
   - — Press the **Goodbye** key to end the call.

2. Tap the **Intercom** soft key and begin to speak.

Answering a call

Each incoming call causes the phone to ring, the line (DN) soft key to flash and show a ☎, and the message indicator lamp to flash.

To answer a call:

Choose one of the following:

- Lift the handset.

- Press the **Handsfree** key.

- Tap the line (DN) soft key beside the LCD indicator as it flashes.

- Press the **Headset** key if a headset is connected to your phone.

While on an active call

This section describes features available during an active call.

Placing a call on hold

Use the Hold feature if you are talking on one line and another call arrives on a second line. Retain the original call by putting it on hold, and then answer the second call.

To place a call on hold:

Press the **Hold** key. The LCD indicator flashes beside the line on hold.

Note: If Automatic Hold is enabled, the active call is automatically put on hold when you answer the second call.

To retrieve a call on hold

Tap the flashing line (DN) soft key.

Transferring a call

Use the Transfer feature to redirect a call to the appropriate person.

To use the Transfer feature to direct a call to a third party:

1. Tap the **Transfer** soft key. The other party is put on hold and a dial tone sounds. The LCD indicator light flashes steadily.

2. Dial the DN number to which the call is to be transferred, or use **Personal Directory**, **Redial List**, or **Callers List** to select a number to dial.

3. After that number rings or a person answers, tap the **Transfer** soft key to connect the calling party.

To return to the original call if the transfer is incomplete:

If the person called is not available, tap the line (DN) soft key (next to the LCD indicator) to reconnect to the original call.

Using Timed Reminder Recall

Use the Timed Reminder Recall feature to receive a reminder tone if a transferred call is not answered.

To use Timed Reminder Recall

1. Tap the **Transfer** soft key. The call is put on hold.

2. Dial the number to which the call is being transferred.

3. Choose one of the following to start the call timer:
   - Tap the **Transfer** soft key.
   - Replace the handset before the extension answers.

   Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your phone rings:

1. Lift the handset to reconnect to the original caller.

2. Choose one of the following:
   - Tap the **Transfer** soft key and repeat the transfer.
   - If the transfer is picked up while you are on the line, press the **Goodbye** key to complete the transfer.

Using Attendant Recall

Use the Attendant Recall feature to contact an attendant during a call and to connect the call to the attendant.

To contact the attendant while on a call:

1. Tap the **Attendant Recall** soft key and stay on the line until the attendant answers.

2. Press the **Goodbye** key. The caller remains connected to the attendant.

Using Call Park

Use the Call Park feature to hold temporarily (park) and retrieve a call from any phone. Using Call Park does not tie up a line. When configured network-wide, Call Park can be used across networks. A System Park Extension can be set to automatically park most calls.

To park a call on the System Park DN or your own DN::

During an active call, tap the **Park** soft key twice.

Note: By default, the call is parked on your DN, unless a System Park is enabled to automatically park calls on the system.

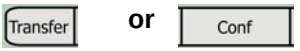
To park a call on a DN other than the System Park DN or your own DN:

1. Tap the **Park** soft key.

2. Dial the DN where you want to park the call.

3. Tap the **Park** soft key.

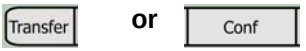
To park a call using the SPRE code or FFC:



1. Choose one of the following:
   - Tap the **Transfer** soft key.
   - Tap the **Conference** soft key.

2. Dial the Call Park FFC.

3. To use an alternate DN from the System Park DN or your own DN, dial the DN where you want to park the call. Otherwise, proceed to Step 4.



4. Choose one of the following:
   - Tap the **Transfer** soft key.
   - Tap the **Conference** soft key.

To retrieve a parked call:

1. Lift the handset.

2. Tap the **Park** soft key.

3. Dial the DN where you parked the call.

   Note: If a parked call is not retrieved within a specified period of time, it rings back to your phone or to the attendant.

Recording a Calling Party Number

Use the Calling Party Number feature to record a caller's number or to charge a call to an account number during an established call.

To record a caller's number for accounting purposes:

1. Tap the **Call Party** soft key. The caller is placed on hold.

2. Dial a charge account number or the caller's number.

   Note: For information about using the Charge soft key, see "Charging a call or charging a forced call" on page 112.

3. Tap the **Call Party** soft key to return to the call.

Displaying incoming calls

Use the Display feature to display a second incoming caller's number and name (if available) during an active call, without interfering with the call in progress.

To view the information about an incoming call while on a call in progress:

1. Tap the **Display** soft key.

2. Tap the flashing line (DN) soft key. The call waiting information appears.

   Note: When used with other feature soft keys, the **Display** soft key displays information associated with those feature soft keys.

Tracing a malicious call

Use the Call Trace feature to trace nuisance calls within your system.

Note: This is not a default feature. Contact your system administrator to configure this feature on your phone.

To use Call Trace while on a call:

Tap the **Call Trace** soft key.

To use Call Trace without a Call Trace soft key:

or

1. Choose one of the following:
   - Tap the **Transfer** soft key.
   - Tap the **Conference** soft key.

2. Dial the SPRE code followed by 83 or dial the Call Trace FFC to automatically reconnect.

Incoming calls

This section describes features used with incoming calls.

Using Automatic Answerback

When the Automatic Answerback feature is active, your IP Phone automatically answers in Handsfree mode after one ring; however, calls are not forwarded to the voice message service.

To activate Automatic Answerback:

Tap the **Automatic Answerback** soft key.

To deactivate Automatic Answerback:

Tap the **Automatic Answerback** soft key again.

Using Call Pickup

Use the Call Pickup feature to pick up calls from any phone in the same pickup group or another pickup group.

To answer a call in your own call pickup group

1. Lift the handset.

2. Choose one of the following:
   — Tap the **Pickup** soft key.
   — Enter the Pickup Ringing Number FFC.

To answer an incoming call in another call pickup group

1. Lift the handset.

2. Tap the **Group Pickup** soft key or enter the Pickup Group FFC.

3. Dial the pickup group number of the ringing phone.

To answer a call at a specific extension in any pickup group

1. Lift the handset.

2. Choose one of the following:
   - Tap the DN **Pickup** soft key.
   - Enter the Pickup Directory Number FFC.

3. Dial the DN of the phone that is ringing (in your call pickup group). If the pickup DN or group number is invalid (an overflow burst tone sounds and the screen displays Release and try again), press the **Goodbye** key.

Using Call Waiting

The Call Waiting feature alerts you to an incoming call by producing a tone. It also puts the current call on hold while you answer the new call.

To answer an incoming call while on another call:

(Hold)

1. After the incoming call tone sounds, press the **Hold** key to put a current call on hold.

   Note: If Automatic Hold is enabled, it is not necessary to press the **Hold** key.

2. Tap the **Call Waiting** soft key.

To return to the first phone call:

1. Choose one of the following:
   - Press the **Hold** key to put the second call on hold.
   - Press the **Goodbye** key to end the second call.

2. Tap the line (DN) soft key associated with the first call.

If you do not have a Call Waiting soft key:

1. Press the **Goodbye** key to end the current call.

2. Tap the flashing fine (DN) soft key to answer the incoming call.

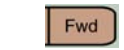
While away from your desk

This section describes features to use when you are away from your desk.

Using Call Forward

Use the Call Forward feature to direct incoming calls to ring on another line (DN). If the phone is in the process of ringing, the call cannot be forwarded.

To forward your calls or change the forward number:



1. Choose one of the following:
   - — Tap the **Forward** soft key.
   - — Lift the handset and enter the Call Forward All Calls Activate FFC.

2. Dial the DN where you want to forward your calls.

3. Tap the **Forward** soft key.

To deactivate Call Forward:

Choose one of the following:

- Tap the **Forward** soft key.
- Lift the handset and enter the Call Forward All Calls Deactivate FFC.

To reinstate Call Forward to the same number:

Tap the **Forward** soft key twice.

Using Internal Call Forward

Use Internal Call Forward to accept only calls originating at internal DNs to ring at another DN. Calls originating outside your phone system still ring at your telephone. Current incoming calls cannot be forwarded.

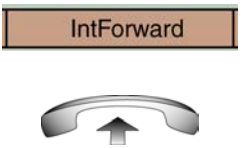
To forward internal calls:

1. Choose one of the following:
   - Tap the **Internal Call Forward** soft key.
   - Lift the handset and enter the Internal Call Forward Activate FFC.

2. Dial the DN to which your internal calls are to be forwarded.

3. Tap the **Internal Call Forward** soft key.

To deactivate Internal Call Forward



Choose one of the following:

— Tap the **Internal Call Forward** soft key.

— Lift the handset and enter the Internal Call Forward Deactivate FFC.

To reinstate Call Forward to the same number:

Tap the **Internal Call Forward** soft key twice.

Using Remote Call Forward

Use the Remote Call Forward feature to forward calls (from any phone other than your own) to any phone.

To activate Remote Call Forward:

1. Lift the handset.

2. If calling from a phone outside the system, dial your direct system access number and wait for dial tone.

3. Dial the Remote Call Forward Activate FFC to activate the feature.

4. Dial your SCPW.

5. Choose one of the following:
   - — Dial your DN.
   - — To forward calls to the previous call forward phone number, press the # key. (Do not perform steps 6 and 7.)

6. Dial the number to which calls are being forwarded. If calls are forwarded to an invalid number, a fast busy signal sounds.

7. Press the # key.

To deactivate Remote Call Forward:

1. Lift the handset.

2. If calling from a phone outside the system, dial your direct system access number and wait for dial tone.

3. Dial the Remote Call Forward Deactivate FFC.

4. Dial your SCPW.

5. After you hear the dial tone, dial your DN.

6. Press the # key.

Securing your phone

Use the Electronic Lock feature to prevent others from making calls from your phone. The Electronic Lock feature is controlled using your SCPW. To change your SCPW, see “Security features” on page 21.

To lock your phone:

1. Lift the handset.

2. Dial the Electronic Lock Activate FFC.

3. Dial your Station Control Password.

4. Choose one of the following:
   - If dialing locally, press the **Goodbye** key.
   - If dialing the FFC remotely, dial your DN.

To unlock your phone:

1. Lift the handset.

2. Dial the Electronic Lock Deactivate FFC.

3. Dial your Station Control Password.

4. Choose one of the following:
   - If dialing locally, press the **Goodbye** key.
   - If dialing the FFC remotely, dial your DN.

Talking with more than one person

This section describes features that enable conversations between more than two people.

Using the Call Join feature

Use the Call Join feature to connect a call to an active call. This creates a conference between the two callers and yourself.

To connect a call on hold (on a different line) to your current call:

1. Tap the **Conference** soft key.

2. Tap the line soft key that has the number of the caller you want to connect to your current call.

3. Tap the **Conference** soft key to add the person on hold to your conversation.

Setting up a conference call

Use the Conference feature to set up a conference call for three or six people including yourself. The number of people the conference feature supports depends on your phone configuration.

To set up a conference call:

1. While on a call, tap the **Conference** soft key to place the party on hold. You receive a dial tone.

2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.

   Note: If you tap the **Directory** soft key, you can also use **Corporate Directory** or **Personal Directory**, **Redial List**, and **Callers List** to find and dial the number of the person you want to add to the conference call.

3. Tap the **Conference** soft key a second time to conference all parties together.

If the person you attempt to add to the conference is unavailable

1. Press the **Goodbye** key.

2. Tap the line (DN) soft key with the flashing status icon to return to your original call.

Using the Conferee Selectable Display

Use the Conferee Selectable Display feature to list active conferees and disconnect a conferee from the conference call.

To view active conferees:

1. While on a conference call, tap the **Conferee Selectable Display** soft key to turn on the LCD indicator. Each tap changes the screen to show a different active conferee.

   Note: This action does not effect the display of the phones of the other callers involved in the conference.

2. Press the **Goodbye** key. If configured, the Conference Count Display returns an updated total count of conferees. The LCD indicator turns off.

To disconnect a conferee:

1. While on a conference call, tap the **Conferee Selectable Display** soft key until the conferee you want to disconnect appears on the screen.

2. Tap the **DN** soft key on which the conference call is established.

3. Choose one of the following:
   - For a single conferee, press the **Goodbye** key. If configured, the Conference Count Display returns an updated total count of conferees. The LCD indicator turns off.
   - For multiple conferees, repeat steps 1 and 2 until all conferees are disconnected. Then press the **Goodbye** key.

Using Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until they all answer.

To call group members:

1. Lift the handset.

2. Tap the **Group Call** soft key or enter the Group Call FFC.
   - The feature automatically calls all group members. The icon flashes until all members answer.
   - The phone numbers of the group members appear on the display as they answer. When the last person answers, the Group Call indicator lights steadily.
   - When parties in your group are on a conference call or another group call, they are not connected to your group call.
   - After everyone in the group has answered, only the person who made the group call can put the call on hold.

To answer a group call:

1. Lift the handset. Note the following about notification tones:
   - If you are on a call and receive three ten-second tones, a group call is on your current extension.
   - If you are on a call on another line and there is an attempt to join you to a group call, you receive a long tone through the handset or speaker.
   - If you are already on a conference call or another group call, you do not receive notification of a group call.

To end a group call:

Press the **Goodbye** key.

Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the group call can disconnect from the call without affecting other members on the call.

Working without interruption

This section describes features that provide uninterrupted work time.

Using Make Set Busy

Use the Make Set Busy feature to make your phone appear busy to all callers.

To activate Make Set Busy:

Choose one of the following:

- Tap the **Make Set Busy** soft key.
- Lift the handset and enter the Make Set Busy Activate FFC.

To deactivate Make Set Busy:

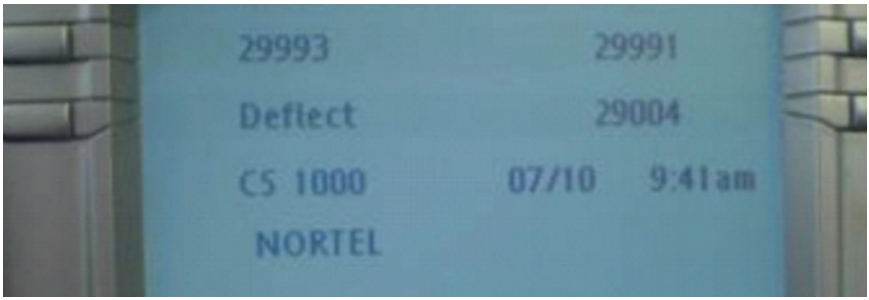
Choose one of the following:

- Tap the **Make Set Busy** soft key a second time to deactivate the feature.
- Lift the handset and enter the Make Set Busy Deactivate FFC.

Call Deflect

If Call Deflect is configured on your IP Phone, you can press the Deflect feature key to deflect your call if your IP Phone rings and you do not want to answer the call. The call may be forwarded to your voice mail or to another telephone number, depending on your system configuration.

Contact your system administrator to learn which treatment is configured for your IP Phone.



If you press the **Deflect** key and no special call treatment has been configured, your caller receives a busy signal.

Additional call features

Contact your system administrator to determine if the following call features are available on your phone.

Using Autodial Transfer

Use the Autodial Transfer feature to transmit digits through your Autodial soft key to the Central Office after a Trunk Switchhook Flash. You must be on a Central Office/Exchange (CO) trunk call from or to a Central Office (CO) that offers Centrex or exchange line-type features.

To use Autodial Transfer when picking up an incoming trunk call:

1. Tap the **Centrex Switchhook Line Flash** soft key and wait for an interrupted dial tone.

2. Tap the **AutoDial** soft key to call the number desired.

3. Press the **Goodbye** key to end the call.

Using the Buzz signal

Use the Buzz feature to notify another person of a call, a visitor, or a request. By linking two phones together, one person can signal the other. The person signaled hears a buzz.

To buzz the phone linked to your phone:

Tap the **Buzz** soft key. The phone linked to your phone buzzes as long as you hold the soft key.

Using Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

> ***Note:*** A **Page** soft key on an attendant console overrides and disconnects the phones. The phones must reaccess the page trunk.

To connect to Call Page:

1. Lift the handset.

2. Dial the Page Trunk Access Code to complete the connection to the page system.
3. Make your announcement.

4. Press the **Goodbye** key.

Using Centrex/Exchange Line Switchhook Flash

Use the Centrex/Exchange Line Switchhook Flash feature during an established call to use a Centrex service, such as Call Transfer or Three-Way Calling.

To use Centrex/Exchange Line Switchhook Flash:

1. While on a call, tap the **Centrex Line Switchhook Flash** soft key. A special dial tone sounds.

2. Dial the codes for your custom Centrex feature.

3. Press the **Goodbye** key to end the call.

Charging a call or charging a forced call

Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from a phone restricted to local calls.

To charge a local or long-distance call to an account before you dial:

1. Lift the handset.

2. Tap the **Charge** soft key or dial the Call Detail Recording FFC.

3. Dial the charge account number.

4. After the dial tone sounds, dial the number.

To charge a call in progress:

or

1. Choose one of the following:
   - Tap the **Transfer** soft key.
   - Tap the **Conference** soft key.

2. Choose one of the following:
   - Tap the **Charge** soft key.
   - Dial the Call Detail Recording FFC.

3. Dial the charge account number.

4. Tap the line (DN) soft key to return to the call.

To charge a call to an account when you transfer a call:

1. Tap the **Transfer** soft key. The call is placed on hold.

2. Choose one of the following:
   - Tap the **Charge** soft key
   - Dial the Call Detail Recording FFC.

3. Dial the charge account number.

4. After you hear the dial tone, dial the number to where the call is to be transferred.

5. Tap the **Transfer** soft key after you hear the phone ring.

   Note: You can talk privately to the person at the transfer number before you tap the Transfer soft key.

To charge a call to an account when you add someone to a conference call:

1. Tap the **Conference** soft key. The call is placed on hold.

2. Choose one of the following:
   - Tap the **Charge** soft key.
   - Dial the Call Detail Recording FFC.

3. Dial the charge account number.

4. Dial the number of the person you want to add to the conference.

5. Tap the **Conference** soft key.

Using Enhanced Override

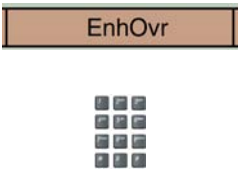
Use the Enhanced Override feature to override an active call after you attempt a Forced Camp-on (see “Using Forced Camp-on feature” on page 116). Use Enhanced Override to make a simple call or a consultation call, such as placing a call on hold and calling another party.

To use Enhanced Override:

You receive a busy signal after dialing a phone number.

1. Choose one of the following:
   - Tap the **Override** soft key.
   - Enter the Override FFC to initiate a Forced Camp-on.

   If either person on the call disconnects at this time, you receive an overflow (fast busy or engaged) signal.



2. Choose one of the following:
   - Tap the **Override** soft key again.
   - Enter the Override FFC again.

   The other two persons on the call receive an override tone and a conference call is established between the three of you. If anyone disconnects, the other two persons remain connected.

3. To terminate the call, press the **Goodbye** key.

Using Forced Camp-on feature

Use the Forced Camp-on feature to automatically ring another phone (internal or external) immediately after that phone disconnects from its current call.

To use Forced Camp-on:

You receive a busy signal after dialing a phone number.

1. Choose one of the following:
   - — Tap the **Override** soft key.
   - — Enter the Override FFC, to initiate a Forced Camp-on.

   Note: The person you called receives a tone. You receive a ring or ringback or a busy or engaged signal, depending on the options chosen. You are now camped-on to the number you dialed.
2. Hang up the phone.
3. After the person you called finishes the existing call, your phone automatically dials the number and both phones ring.

Answering a call camped-on to your extension:

After your phone rings, lift the handset.

Note: You can program your phone for either Camp-on or Call Waiting, but not both.

Overriding a busy signal

Use the Override feature to override a busy signal and interrupt another call.

To override a busy or engaged signal:

1. Dial a phone number and receive a busy signal.

2. Choose one of the following:
   - Tap the **Override** soft key.
   - Enter the Override FFC. The people in the targeted call receive a tone for approximately one second. After the Override feature joins you to the call, a short tone repeats every 16 seconds.

3. To terminate the call, press the **Goodbye** key.

Using Privacy Release

Use the Privacy Release feature so that one or more people who share your DN can join a call.

To use Privacy Release in an established state:

Tap the **Privacy Release** soft key during a call. Parties join the call by tapping the shared number (DN) soft key on their phones (Multiple Appearance DN feature).

Using Radio Page

Use the Radio Page feature to page a person and stay on the line until that person answers. The paged person answers the call after entering a special Page Meet-me code from any phone.

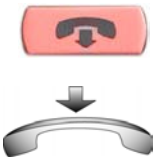
To use Automatic Preselection (Meet-me page):

1. Lift the handset.

2. Dial the Radio Paging Access FFC. The paging tone sounds (two beeps followed by a dial tone).

3. Dial the number of the party you want to page. After dialing, the ringback tone sounds.

   Note: The paged person can use any phone to enter a Radio Paging Answer FFC.



4. If your call goes unanswered for a preset time period, and a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

To use Automatic Post selection

The called party is either busy on the phone or away from the phone. To page the called party, there is no need to redial the number of the called party.

1. Tap the **Radio Page** soft key. A special dial tone sounds.

2. Dial the Radio Paging Access FFC. The ringback tone sounds.

   Note: The paged parties can use any phone to enter a Radio Paging Answer FFC, plus their own DN number.

3. If your call goes unanswered for a preset time period, and a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

To answer a Radio Page

If you carry a Radio Pager, a page indicates that someone dialed your DN. If the Radio Page system is set up to function in Meet-me mode, you can answer the page call from any phone.

1. Lift the handset.

2. Dial the Radio Page Answer FFC. The paging tone sounds.

3. Dial your own DN to connect to the paging caller. If the caller has hung up, a steady high-pitched (Number Unavailable) tone sounds.

Using Voice Call

Use the Voice Call feature to page another person or make an announcement through someone else's phone speaker.

To make a voice call

1. Lift the handset.

2. Tap the **Voice Call** soft key and make the announcement.

3. Press the **Goodbye** key.

To respond to a voice call

Your phone rings once and the caller's voice transmits through your speaker. Lift the handset.

Additional phone features

Using the Personal Directory

Use the Personal Directory feature to create and store up to 100 directory entries. A Personal Directory entry can contain:

- last name (up to 24 characters)
- first name (up to 24 characters)
- phone numbers (up to 31 characters)

To use Personal Directory, tap the **Directory** soft key and select **Personal Directory**.

To add an entry

1. Tap the **AddNew** soft key.

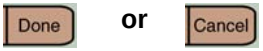
   Note: If the message Directory is full appears, one or more entries must be deleted to add a new entry.

2. Tap the **Next** soft key.

3. Use the dialpad to enter the phone number.

4. Tap the **Next** soft key.

5. Use the dialpad to enter the name.

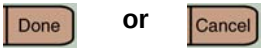


6. Do one of the following:
   - Tap the **Done** soft key to save the new entry.
   - Tap the **Cancel** soft key to return to the **Add** screen.

To edit an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

2. Tap the **Edit** soft key and perform your edits.



3. Choose one of the following:
   - Tap the **Done** soft key to save the changes.
   - Tap the **Cancel** soft key.

To delete an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

2. Tap the **Delete** soft key.

or

3. Choose one of the following:
   - Tap the **Confirm** soft key.
   - Tap the **Cancel** soft key.

To search for an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

or

2. Choose one of the following:
   - Tap the **Dial** soft key to dial the resulting number.
   - Tap the **Cancel** soft key to exit without dialing.

Using the Callers List

The Callers List feature logs all incoming calls. Callers List can store up to 100 entries in the list. After the list is full, the system overwrites the oldest entry. Use the Callers List feature to review missed calls and to dial calls. The Callers List contains:

- the caller's last and first name (if available)
- the DN of the caller
- the time and date of the call
- the number of times the caller calls

Note: If the caller name is not defined, then only the telephone number is displayed

Entries in the Callers List are sorted according to the time calls are received.

Note: Calling party name display (CPND) is affected depending on the preferred name match option. If preferred name match is on, the CPND appears according to your settings. If the preferred name match option is off, the CPND appears according to the system settings.

To access the Callers List, tap the **Directory** soft key and select **Callers List**.

Note: If password control is enabled, enter your SCPW at the prompt.

To dial an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

2. Tap the **Dial** soft key.

To delete an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

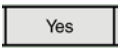
2. Tap the **Delete** soft key.

or

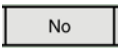
3. Choose one of the following:
   - Tap the **Confirm** soft key.
   - Tap the **Cancel** soft key.

To delete the entire Callers List

1. Tap the **Delete** soft key.



or



2. Choose one of the following:
   - **Yes** to delete the entire Callers List.
   - **No** to return to the previous screen.

Using the Redial List

The Redial List feature logs all outgoing calls. Redial List can store up to 20 entries in the list. After the list is full, the system overwrites the oldest entry. Use the Redial List feature to review calls made, and to redial previously dialed calls. The Redial List contains:

- last and first names of the dialed party (if available)
- DN of the dialed party
- time and date of the last dialed occurrence

Note: If the caller name is not defined, then only the telephone number is displayed.

Entries in the Redial List are sorted according to the time the calls are received.

Note: Calling party name display (CPND) is affected depending on the preferred name match option. If preferred name match is on, the CPND appears according to your settings. If the preferred name match option is off, the CPND appears according to the system settings.

To access Redial List, tap the **Directory** soft key and select **Redial List**.

Note: If password control has been enabled, enter your SCPW at the prompt.

To dial an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

2. Tap the **Dial** soft key.

To delete an entry

1. Press the **Up/Down** navigation keys to scroll and to highlight the desired entry.

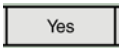
2. Tap the **Delete** soft key.

or

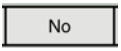
3. Choose one of the following:
   - Tap the **Confirm** soft key.
   - Tap the **Cancel** soft key.

To delete the entire Redial List

1. Tap the **Delete** soft key.



or



2. Choose one of the following:
   - **Yes** to delete the entire Redial List.
   - **No** to return to the previous screen.

Using Virtual Office

When you are away from your office phone, use the Virtual Office feature to transfer your calls along with the features of your office phone, to a remote phone.

Note 1: To verify if the Virtual Office feature is available for your use, consult your system administrator.

Note 2: When designated as the office phone, the IP Phone 2007 can be activated for Virtual Office by an IP Phone 2002, IP Phone 2004, IP Softphone 2050, or another IP Phone 2007.

Note 3: When an IP Phone 2002 is logged in to an IP Phone 2004, IP Phone 2007, or an IP Softphone 2050 using Virtual Office, feature soft keys 4, 5, and the Shift key are not available.

Note 4: A Virtual Office login from an IP Phone 2007 to an IP Phone 2002 or IP Softphone 2050 can be blocked in certain situations. For more information regarding this, consult your system administrator.

Logging in to Virtual Office

If the IP Phone is configured for Virtual Office, the Virtual soft key is displayed, as shown in Figure 9 on page 130 .

Figure 9: Virtual soft key

To activate Virtual Office from this IP Phone on your Office IP Phone:

1. Press the Virtual soft key.

2. At the prompt, enter your user ID.

3. Tap the **Select** soft key.

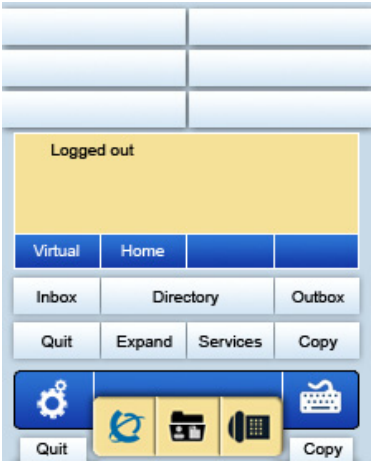
4. At the prompt, enter the home SCPW.

   Note 1: If the user ID is not found locally, the message Locating Remote Server appears.

   Note 2: After three failed login attempts, wait one hour before attempting to log in again, or contact your system administrator to reset your password. For more information, see “Security features” on page 21.

   A successful login transfers all the features, the time, the date, and tones to your remote phone from your office phone.

Using Virtual Office on your office phone

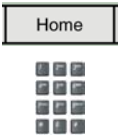


When activated for Virtual Office by a remote phone, your office phone is logged out and is no longer operational.

A Logged Out message appears on your phone alerting you that it is being used for Virtual Office.

To regain operation of a phone being used for Virtual Office

Choose one of the following:



1. To completely disconnect your office phone from the remote phone:
   a. Tap the **Home** soft key.
   b. Enter your user ID and password (this logs the office phone back on to your office network).

2. To use your office phone as the remote phone for Virtual Office, tap the **Virtual** soft key to log in to another IP Phone.

Logging out of Virtual Office

To log out of Virtual Office, press the Virtual soft key.

Automatic log out from Virtual Office

Your remote Virtual Office IP Phone may be configured to automatically log out of Virtual Office after a predetermined period of inactivity. When automatic logout is about to occur, the following message is displayed on the IP Phone: "Logout phone now?"

Press Yes to allow the IP Phone to log out of Virtual Office or press No to remain logged in to Virtual Office and reset the IDLE timer. If no key is pressed, the IP Phone logs out of Virtual Office.

Emergency calls on your Remote IP Phone

If you make an emergency call while logged in to Virtual Office on a Remote IP Phone, the call is placed to the local emergency service, not to your home office emergency service.

> ***Note:*** Some IP Phones are configured as Virtual Office-only telephones and have no assigned DN. However, these IP Phones can still be used to make emergency calls. “Emergency Calls only “ is displayed on the IP Phone display when not logged in to Virtual Office. When the phone goes off-hook, dial tone is available for emergency calls only. All other calls are restricted.

Troubleshooting Virtual Office

If you receive a Virtual Office error message, it will appear on the LCD screen. Table 6 lists error messages and actions to correct the causes.

Table 6: Troubleshoot Virtual Office (Part 1 of 3)

Displayed message	Probable cause	Actions
Busy, try again	Remote IP Phone is active (not idle).	Wait for remote IP Phone to become idle and try again.
	Automatic Call Distribution (ACD) is logged in.	Log out of ACD IP Phone before initiating Virtual Office from another IP Phone.
	Make-Set-Busy is inactive on ACD IP Phone.	Set Make-Set-Busy active on ACD IP Phone.
Invalid ID (1)	Incorrect user ID entered.	Enter correct user ID.
	user ID is not in Gatekeeper database.	Notify system administrator.
Invalid ID (2)	Incorrect user ID entered.	Enter correct user ID.
Invalid ID (3)	Incorrect user ID entered.	Enter correct user ID.
	user ID in Gatekeeper database points to originating Call Server.	Notify system administrator.

Table 6: Troubleshoot Virtual Office (Part 2 of 3)

Displayed message	Probable cause	Actions
Locked from Login	Three failed attempts to enter the correct Station Control Password.	Wait one hour for the lock to clear automatically, or notify system administrator to clear lock.
Permission Denied (1)	Remote phone has no Station Control Password.	Notify system administrator.
Permission Denied (3)	Incorrect user ID entered.	Enter correct user ID.
	Remote phone has no Station Control Password.	Notify system administrator.
Permission Denied (4)	Incorrect user ID entered.	Enter correct user ID.
	Attempt to log in to a remote IP Phone 2002 or IP Softphone 2050 from an IP Phone 2007 (some restrictions apply).	Go to an IP Phone 2002 or IP Softphone 2050 and try again, or consult your local system administrator.
Permission Denied (6)	Incorrect user ID entered.	Enter correct user ID.
	Incorrect Station Control Password entered.	Select **Retry**, and try again with the correct Station Control Password.
Server Unreachable (1)	Network problem.	Notify system administrator if the problem persists.

Table 6: Troubleshoot Virtual Office (Part 3 of 3)

Displayed message	Probable cause	Actions
Server Unreachable (2)	Network problem.	Notify system administrator if the problem persists.
VOUD configured on TN	Remote IP Phone does not have VOUA Class of Service.	Notify system administrator.

Using Media Gateway 1000B

The Media Gateway 1000B (MG 1000B) phone can operate in Normal or Local Mode.

Normal Mode

The phone registers with the Main Office and receives phone services from the Main Office. At any time during Normal Mode, you can check local mode functionality (make and receive calls) by enabling Local Mode and returning to Normal Mode. After testing, you can return to Normal Mode by using the Resume Normal Mode command or by waiting for ten minutes.

Local Mode

If the WAN connection goes down, the IP Phone loses communication with the Main Office Terminal Proxy Server (TPS). The IP Phone then registers with the MG 1000B and receives phone services from the MG 1000B. Features such as Personal Directory, Redial List, and Callers List are not available when operating in local mode. Local Mode appears on the phone display when in local mode.

Using Test Local Mode

Use the Test Local Mode feature to check local mode functionality (make and receive phone calls). This is useful when provisioning has changed for an IP Phone on an MG 1000B Controller.

1. Tap the **Services** soft key.

2. Press the **Up/Down** navigation keys to scroll and to highlight **Test Local Mode**.

3. Tap the **Select** soft key (the phone resets and registers to the branch office).

Resuming Normal Mode

Use the Resume Normal Mode command to return to Normal Mode after testing survival functionality.

Note: If the Resume Normal Mode command is not performed after testing, the phone automatically returns to Normal Mode in ten minutes.

1. Tap the **Services** soft key.

2. Press the **Up/Down** navigation keys to scroll and to highlight **Resume Normal Mode**.

3. Tap the **Select** soft key (the phone registers back to the Main Office).

Troubleshooting MG 1000B

If you receive a MG 1000B error message, it will appear on the LCD screen. Table 7 lists error messages and actions to correct the causes.

Table 7: Troubleshoot MG 1000B (Part 1 of 2)

Display message	Probable cause	Actions
Local Mode	Test local mode.	Tap the **Services** soft key, and then select **Resume Normal Mode**.
	Network problem.	Contact system administrator if the problem persists.

Table 7: Troubleshoot MG 1000B (Part 2 of 2)

Display message	Probable cause	Actions
Local Mode Invalid ID (1)	Gatekeeper unable to find endpoint from Branch user ID.	Notify system administrator.
Local Mode Invalid ID (2)	Branch user ID not found in any equipped Terminal Number (TN).	Notify system administrator.

Hospitality features

Hospitality features are intended for hotel operations.

Setting Automatic Wake-Up

Use the Automatic Wake-Up feature to receive a timed reminder call. From your phone, you can program the system to automatically place a call to you at a predetermined time. When you answer the call, recorded music plays for up to 30 seconds, followed by a prerecorded announcement or the attendant.

To enter the time for an Automatic Wake-Up call

1. Lift the handset.

2. Dial the Automatic Wake-Up Request FFC.

3. Dial the Automatic Wake-Up time in a 24-hour time format (hhmm). A tone sounds to confirm your entered time.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is entered as 2145.

4. Press the **Goodbye** key.

To deactivate an Automatic Wake-Up call

1. Lift the handset.

2. Dial the Automatic Wake-Up Quit FFC.

3. Press the **Goodbye** key.

To verify the time for the Automatic Wake-Up call

1. Lift the handset.

2. Dial the Automatic Wake-Up Verify FFC.

3. Dial the Automatic Wake-Up time in a 24-hour time format (hhmm). If your query matches the preset time, a confirmation tone sounds.

   Note: In a 24-hour time format, 7:30 a.m. is entered as 0730; 9:45 p.m. is 2145.

4. Press the **Goodbye** key.

Activating Message Registration

Use the Message Registration feature to read, change, or reset meters that log your hotel phone calls.

To read meters:

1. Tap the **Message Registration** soft key.

2. Dial the room Directory Number (DN).

3. Tap the **Message Registration** soft key.

To change a meter:

1. Tap the **Message Registration** soft key.

2. Dial the room DN number.

3. Dial the correct meter count.

4. Press the * key.

5. Tap the **Message Registration** soft key.

To reset a meter to zero:

1. Tap the **Message Registration** soft key.

2. Dial the room Directory Number (DN).

3. Press the * key.

4. Tap the **Message Registration** soft key.

Using Maid Identification

Use the Maid Identification feature to track the cleaning status of rooms. The maid enters the information from the phone in each room.

To enter cleaning status:

1. Tap the **Room Status** soft key.

2. Dial the Directory Number (DN) of the room for which the cleaning status is being changed.

3. Dial one of the following cleaning status codes:

   1 = Cleaning requested

   2 = Cleaning in progress

   3 = Room cleaned

   4 = Room passed inspection

   5 = Room failed inspection

   6 = Cleaning skipped

   7 = Not for sale

   The interrupted dial tone sounds.

4. Press the * key.

5. Dial the Maid ID. If you dial the wrong Maid ID, press the * key and redial the ID.

6. Tap the **Room Status** soft key.

Displaying Room Status

Use the Room Status feature to view the status of a room using the Display Module.

To read the status of a room:

1. Tap the **Room Status** soft key.

2. Dial the Directory Number (DN) of the room. The DN appears followed by a two-digit code.

   The first digit indicates the occupancy status:

   0 = Room vacant

   1 = Room occupied

   The second digit indicates the cleaning status of the room:

   1 = Cleaning requested

   2 = Cleaning in progress

   3 = Room cleaned

   4 = Room passed inspection

   5 = Room failed inspection

   6 = Cleaning skipped

   7 = Not for sale

3. Tap the **Room Status** soft key.

To change the status of a room:

1. Tap the **Room Status** soft key.

2. Dial the Directory Number (DN) of the room. The DN appears followed by a two-digit code.

   The first digit indicates the occupancy status:

   0 = Room vacant

   1 = Room occupied

   The second digit indicates the cleaning status of the room:

   1 = Cleaning requested

   2 = Cleaning in progress

   3 = Room cleaned

   4 = Room passed inspection

   5 = Room failed inspection

   6 = Cleaning skipped

   7 = Not for sale

3. Using the dialpad, enter the new status code for the room. A three-digit code appears. The first digit indicates the occupancy status, the second is the old cleaning status, and the third is the new status.

4. Tap the **Room Status** soft key.

External Server Applications

Use External Server Applications to access a variety of applications directly from your IP Phone 2007. For more information about the External Server Applications, see the *Nortel IP Phone External Server Applications User Guide (NN43100-100)*.

Record on Demand

If this feature is enabled, you can use the Record on Demand (ROD) feature key to record your telephone conversation.

Press the ROD key to start or stop the call recording. This key is associated with the active user ID and is displayed only if a call is active. The ROD key blinks while it is connecting to the call recording application, and is lit when the call is recording.

The ROD key is displayed in the following scenarios:

- Normal operation - Press the ROD key during an active call to record the call.
- Call Recording (CR) application in ROD Mode - Press the ROD key during an active call to record the call
- Bulk Recording - For an active call or unregistered DN/Position ID, call recording is initiated even though the ROD key is not pressed..

1. Press the **ROD** key during an active call.
2. To stop the call recording, press the **ROD** key again.

Using SAVE key

Use the **SAVE** feature key to save the recording of an active call. This key is associated with the active user ID and is operational only if a call is active.

The **SAVE** key is displayed in the following scenarios:

- Normal operations - If the **SAVE** key is pressed during an active call, the call is saved.

- CR application in Bulk Record + Save everything mode - Recorded conversation is saved at the end of the call. If the **SAVE** key is pressed, then the call is not saved.
- CR application in Bulk Record + Delete everything mode - Recorded conversation is deleted at the end of the call. If the **SAVE** key is pressed, then the call is saved.

The **SAVE** key lamp status depends on the status of the call recording. If the call is to be saved, then the lamp is lit..

1. Press the **ROD** key during an active call.
2. To stop the call recording, press the **ROD** key again.
3. Press the **SAVE** key to save the conversation.

Flexible Feature Codes (FFC)

Use Table 8 to track the FFCs assigned by your system administrator.

Table 8: Flexible Feature Codes

FFC	Feature	FFC	Feature
	Automatic Wake-Up Activate		Malicious Call Trace
	Automatic Wake-Up Deactivate		Override
	Automatic Wake-Up Verify		Pickup Directory Number
	Call Detail Recording Charge Account		Pickup Group
	Call Forward All Calls Activate		Pickup Ringing Number
	Call Forward All Calls Deactivate		Radio Paging Access
	Call Park		Radio Paging Answer
	Electronic Lock Activate		Remote Call Forward Activate
	Electronic Lock Deactivate		Remote Call Forward Deactivate
	Group Call		Ring Again Activate
	Internal Call Forward Activate		Ring Again Deactivate
	Internal Call Forward Deactivate		Station Control Password Change
	Make Set Busy Activate		Virtual Office Terminal Log Off
	Make Set Busy Deactivate		Virtual Office Terminal Log On

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

  Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings:

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Table 9 lists EMC compliance for various jurisdictions.

Table 9: EMC Compliance

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 10: Safety

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. CE

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from http://www.nortel.com/corporate/community/environment/life_cycle/declarations.html or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany.

DenAn regulatory notice for Japan

⚠ Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。

上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

Nortel Communication Server 1000

IP Phone 2007

User Guide

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